

Mapping Support Office Japan PROVES a small team can handle customer support to PACOM

By Ernesto Reyes, MSO Japan, and Emily Blubaugh, DDC Public Affairs

As one of the Defense Distribution Mapping Activity's nine retail Map Support Offices throughout seven countries, MSO Japan serves as the critical element in the timely distribution of geospatial information and services to Warfighters and other customers throughout the Pacific Command. With a limited staff, Ernesto Reyes, alongside United States Navy Logistics Specialist 1st Class Jose Gutierrez and Quarter Master 2 Dewhyte McPherson, demonstrate the teamwork and dedication crucial in efficiently providing geospatial-intelligence product requirements and Warfighter Support within the Area of Responsibility, reducing customer transportation costs and delivery times. Additionally, the team plays a vital role in humanitarian assistance operations, and training customers on the control and maintenance of their map product requirements through automated processes.

Located at Naval Air Facility Atsugi, Japan, MSO Japan is centrally located to support units in Atsugi, Camp Zama, Yokota Air Base, Yokosuka Naval Station, and Misawa Air Base on mainland Japan, as well as Kadena Air Base and Marine Units in Okinawa, Japan. MSO Japan also supports Air Force and Navy commands in Guam.

With a workload consisting of over 16,000 receipts and issues in Fiscal Year 2009, the MSO Japan team

tirelessly strives to accomplish the PROVES method implemented by DLA, which sets the standard for success and efficiency. The PROVES method consists of six critical tasks and areas of focus: Prevent unauthorized release of materiel; Recheck documents and material; 0 defects; Verify everything; Execute flawlessly; and Supervise. The concept ensures that MSO Japan's processes are focused on getting the right product, to the right place, in the right time to support operations in PACOM.

MSO-Japan also aggressively provides over-the-counter support to customers, specifically through the establishment of customer ordering accounts and by providing product research and customer training. Through informal outreach training, which allows customers to monitor the control and maintenance of their map product requirements through automated processes, customers are able to understand ordering procedures and valuable information in regards to the services and products that are available to fill their requirements. Through this initiative, the customer receives the latest and updated product each time a new edition is published and distributed.

Another critical area of support provided by MSO-Japan is humanitarian assistance. Within the vast operating areas under the Pacific Command, the team has executed practical solutions



At Mapping Support Office Japan, one of the Defense Distribution Mapping Activity's nine retail MSOs throughout seven countries, an employee pulls geospatial-intelligence materials, which will be distributed to support customers in the Pacific Command.

to disaster relief through timely responses and services for Navy, Marine Corps, Coast Guard and Army customers. In the wake of recent calamities in the region, MSO-Japan supported military and Coast Guard units across the Pacific with geospatial-intelligence materials in their effort of humanitarian assistance operations in the typhoon and flooding disasters in the Philippines and the latest earthquake in Indonesia. With a record of over 200 line items and a sum of nearly 1,000 products comprising of Hydrographic, Topographic, and Aeronautical charts, MSO-Japan provided timely processing and delivery of these essential products.

“Undeniably, team MSO-Japan has been a crucial contributor to the overall readiness of PACOM, consistently putting forward a remarkable and consistent service through the process and distribution geospatial information and services to its customers,” said DDMA commander United States Navy Supply Corps Capt. John Palmer.